

# examining public

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## EXAMINING PUBLIC SATISFACTION OF LOMBOK TENGAH REGENCY CIVIL REGISTRY SERVICE OFFICE ADMINISTRATIVE SERVICE BASED ON GOVERNMENT SYSTEM

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**ABSTRACT.** Public service is something that needed by the public. So in this regard, the government as an official public body has the duty and responsibility to provide the best service to the public itself. But the efforts made as a public service provider do and work, certainly not able to provide satisfaction to the public itself. Satisfaction with a service is one of the rights that obtained by someone. "In accordance with the Universal Declaration of Human Rights, ideals about free human beings, who enjoy civil and political freedom, and freedom from fear and poverty can only be achieved, if conditions are created where everyone can enjoy civil rights and its politics and economic, social and cultural rights". To obtain input/information about public satisfaction in the field of population administration and civil registration services in Lombok Tengah Regency, researchers tried to conduct research, with survey methods, in order to obtain input from the public how about public services performed by public service providers in Lombok Tengah District, in the area of population administration and civil registration services.

**Key words:** civil registration; population administration; public satisfaction; public services

### INTRODUCTION

Authority as a concept of public law consists of at least three components, namely influence, legal basis, and legal conformity. The influence component is that the use of authority is intended to control the behavior of legal subjects. The legal basis component states that the authority must always be able to designate a legal basis. Regarding authority, it cannot be separated from constitutional law and law. Administration because the two types of law regulates authority. State Administration Law deals with the composition of the state or organs and state and the legal position and citizens of the state with regard to internal rights (Grondrechten).

Public services today have become a need and demand for all stakeholders, both for the public itself and for the government. Providing quality public services is certainly a hope for everyone. Quality public services and public administration, both at the central and regional levels, is a governmental duty. Good public services and public administration in the face of the 4.0 industrial revolution are a reflection of an and good governance. It also means that improving the quality of public services is at the forefront of the nation's image (Wirman Syafri, and Ulber Silalahi, 2014: 1).

Therefore, it is the main task of the government, in this era of decentralization, to organize, provide or provide quality public services to its citizens.

The vision and mission of the new government during the tenure of the Jokowi - Mah'ruf Amin administration (2019-2014) is to want to build HR (Human Resources), towards an advanced Indonesia. With this mission, of course it covers a very broad scope, which means that it includes all aspects of life that can bring about changes in human life itself. This includes the rights of citizens to obtain population administration services and civil registration. Starting from the birth of a citizen, it is necessary to have services to be registered as a citizen, then to marry, to change domicile and so on, which are related to population administration and civil registration, always-needing services from the government. So that in doing so, the implementation of the service requires human resources who are diligent, reliable, and loyal at all times to provide services needed by the public.

The Regional Government of Lombok Tengah Regency, which is one of 10 Regencies/Cities in Nusa Tenggara Barat Province, is committed to providing the best public services to its citizens, in accordance

with the vision and mission it carries, namely; "Creating a Community of Lombok Tengah who is Faithful, Prosperous and Quality" and by prioritizing the fifth mission, in the field of public services, namely "realizing good governance and legal certainty, with the support of the bureaucracy that has quality public services". With this vision and mission, of course the Lombok Tengah Regency Government with the support of all related government subsidiaries will explain it in the field.

The Population and Civil Registry Office of Lombok Tengah Regency as one of the government subsidiaries has realized this mission, including by providing public services, which are the rights of citizens, namely providing services in the field of Population and Civil Registration, in accordance with SOP (Standard Operating Procedures) which has become a commitment to all levels in the government subsidiaries unit. Lombok Tengah Regency Population and Civil Registration Service, so that citizens get quality, fast, precise and measured public services to fulfill one of the rights of citizens.

### The Problems

From the background described above, author will discuss the problems of public services provided by public service providers, especially in Population Administration and Civil Registration services, as follows:

- a. "How is the public's satisfaction with services in the field of population and civil registration in Lombok Tengah Regency?"
- b. "Has the service been carried out in accordance with the SOP (Standard Operating Procedure)?"
- c. "What obstacles are faced by the Population and Civil Service in public services?"

In this regard, the researcher tries to evaluate public's satisfaction, which concerns services in the field of Population Administration and Civil Registration at the

Population and Civil Registration Service of Lombok Tengah Regency.

### Theoretical Review

#### Authority

Authority has an important position in the study of constitutional law and state administrative law. So important is this position of authority that F.A.M. Stroik and J.G. Steenbeek stated "*Het begrip bevoegdheid is da nook een kembergrip in het staats-en administratief r*". From this statement, it is concluded that authority is a core concept of constitutional law and administrative law. According to Herbert G. Hick, authority is the right to do something and it is a legitimate power, in an organization the authority is the right that is owned by a person to issue instructions and policies to the organization and people in the organization to be obeyed and obtain supervision.

#### Public Satisfaction

Satisfaction with a service is one of the rights that must be obtained by someone. "In accordance with the Universal Declaration of Human Rights, the ideals of a free human being, who enjoy civil and political freedoms, and freedom from fear and poverty can only be achieved, if conditions are created in which everyone can enjoy civil rights and political as well as economic, social and cultural rights" (Sumaryadi, I Nyoman 2006: 208). In view of this, to meet the minimum service standards for civil rights for human beings and people is the answer to the normative demands of the universal declaration of Human Rights, as well as the Declaration of International Covenant on economic, social and cultural rights. Thus, satisfaction with a service provided by the Government is a Human Right.

The Lombok Tengah Regency Government, in providing public services to fulfill the rights of its citizens, is an implementation and elaboration of the Universal Declaration of Human Rights, which is further elaborated in providing public services to every citizen in Lombok Tengah Regency, through a Regulation Regent Number 56 of 2016, Regarding Standard Operating

Procedures for Population Administration Services at the Lombok Tengah Regency Population and Civil Registration Service, which is used as a guideline for providing services in the field of Population and Civil Registration in Lombok Tengah Regency.

### Publik Service

As is well known, "one of the main duties and functions of the government is to provide services as a manifestation of certain public policies". Government services can be divided into civil services and public services. Civil services relate to services that must be provided by the government and cannot be provided by the private sector. While public services are services provided by the government and can also be provided by the private sector". (Syafri, Wirman. 2016: 36).

Listening from this understanding it is clear that public service is an obligation that must be carried out by the government. Whether it is at the national level, or at the sub-national / local government level, it is an obligation to provide public services. According to Gronroos, (in Wirman Syafri and Ulber Silalahi, 2014) states that civil service is:

"A service is an activity or series of activities of more or less intangible nature that normally but not necessarily, take place in interactions between the customer and service employees and or goods under system of the service provider, which are provided as solutions to customer problems". (Syafri, Wirman dan Silalahi, Ulber. 2014:12).

It means that services are "activities characterized by two things, namely intangible and simultaneity. The first characteristic of service is intangible which is a service characteristic that very often cited in literature. Intangible means that the result of a service transaction is not a transfer of ownership. There is no transfer of ownership in the provision of services, as in the case of physical goods. A service is a process or an action. Goods can be brought home, while services cannot be brought home. What we can bring home, is the effect of the service. The general characteristics of the two services are

the simultaneity of production and consumption. This means that the realization of a service includes the presence of the provider as well as the customer, both of which play an active role in the realization of the service. In service, there is simultaneous interaction between consumer and provider. Customers take part in the production process and consume services when they are produced", (Looy, Gemmel and Dierdonck, in Syafri Wirman and Silalahi Ulber. 2014: 12-13).

Observing from the understanding of services as quoted above, that two things, namely intangible and simultaneity characterize services. Intangible means that the result of a service transaction is not a transfer of ownership. The general characteristics of the two services are the simultaneity of production and consumption. This means that the realization of a service includes the presence of the provider as well as the customer, both of which play an active role in the realization of the service. In service, there is simultaneous interaction between consumer and provider.

Furthermore, in Law Number 25 of 2009 concerning Public Services and Government Regulation of the Republic of Indonesia Number 96 of 2012 concerning Implementation of Law Number 25 of 2009 concerning Public Services, public services are defined as "an activity or series of activities in order to meet service needs in accordance with laws and regulations for every citizen and resident, on goods, services and/or administrative services provided by public service providers. By quoting from the definition of public services above, it shows that it is an activity or a series of activities to meet the service needs of every citizen.

To elaborate on this provision, the Minister of Administrative and Bureaucratic Reform has implemented it into the Regulation of the Minister of Administrative and Bureaucratic Reform, number 15 of 2014, concerning Guidelines for Service Standards. In consideration of letter a, it states, "that every public service provider is obliged to compile, establish Service Standards and determine Service Notices by taking into account the

ability of providers, community needs, and environmental conditions".

Service standards as referred to in PERMENPAN-RB Number 27 of 2014, are "benchmarks used as guidelines for service delivery and reference for service quality assessment as obligations and promises of administrators to the public in the framework of quality, fast, easy, affordable and scalable services". Responding to this provision, each public service unit is obliged to prepare service standards to be implemented in the work unit concerned.<sup>11</sup> Likewise, the Lombok Tengah Regency Population and Civil Registration Service, in order to provide its public services, have also issued Lombok Tengah Regent Regulation Number 56 of 2016 concerning Standard Operating Procedures for Population Administration Services at the Lombok Tengah Regency Population and Civil Registration Service.

Furthermore, the principles put forward in Service Standards are as follows: (1). Simple, (2). Participative, (3). Accountable, (4). Continuous, (5). Transparent, (6). Just.<sup>17</sup> Furthermore, Article 2 paragraph (1), Law Number 25 Year 2009, concerning Public Services, states; "Implementation of public services, at least includes:

- a. executor of service
- b. public complaint manager
- c. information manager
- d. Internal monitoring
- e. outreach to the community
- f. consulting services

Seeing this provision concerning, concerning Public Services, in Lombok Tengah Regency, according to the results of an interview with Baiq Anita Nindiana, S.Sos. The head of the Lombok Tengah Regency Population and Civil Registration Service stated that everything related to public services at the Population and Civil Registration Service has referred to the prevailing laws and regulations, which have been further elaborated in the Lombok Tengah Regent Regulation Number 56 of 2016, concerning: Standard Operating Procedures for Population Administration

Services and Civil Registration in Lombok Tengah Regency.

#### Civil Registry Service Office Service

As is well known, the Lombok Tengah Regency Government carries the vision of "Creating a Community of Lombok Tengah That is Believing, Prosperous and Quality". To realize this vision, of course all SKPDs took various steps and actions<sup>10</sup> in Lombok Tengah Regency, including the Department of Population and Civil Registration of Lombok Tengah Regency.

The implementation of this vision and mission, with regard to services in the field of Population and Civil Registration, in Lombok Tengah Regency, is described in the Lombok Tengah Regent Regulation, Number: 56 of 2016, concerning: Standard Operating Procedures for Population Administration Services and Civil Registration in Lombok Tengah Regency. As regulated in the Regent Regulation, the duties and functions of the Lombok Tengah Regency Population and Civil Registration Service detailed as follows:

- Issuance of Identity Number (NIK),
- New Family Card Issuance,
- Family Card Change - Birth,
- Change of Family Card – foreigner stay/join in Indonesian Citizen,
- Change of Family Card - Foreigner,
- Family Card Change - Reduction of Family Members,
- Family Card Change - Lost or Damaged,
- Issuance of Indonesian Citizen ID Card,
- Issuance of foreign nationals ID Card,
- Issuance of Lost or Damaged ID Card,
- Issuance of ID Card due to moving,
- Issuance of Certificate of Transfer of Indonesian Citizens,
- The process of arrival of Indonesian citizens due to moving/coming,
- Issuance of birth certificates for Indonesian citizens,
- Issuance of Death Certificate,

- Issuance of Marriage Deed,
- Issuance of a Divorce Certificate,
- Issuance of Child Adoption Deed,
- Issuance of Child Recognition Deed,
- Issuance of Child Authorization Deed,
- Issuance of Name Change Deed,
- Change of Citizenship Status,
- Correction of Civil Registration Deeds,
- Cancellation of Civil Registration Deeds,
- Legalize Population Documents,
- Preparation of Population Data,
- Population Data Services.

For the Department of Population and Civil Registration of Lombok Tengah Regency, this is a guideline and legal umbrella in providing services to all members of the community in Lombok Tengah Regency, in the field of Population and Civil Registration, regardless of one's ethnicity, group and origin.

#### Study of State Administrative Law

Maximum and optimal service is a reference for the community in receiving services. The community will feel satisfied with the services provided if the services provided are in accordance with statutory regulations. Community satisfaction with services depends on how service providers provide services to the community. Services must implement substantively, where service providers must be truly responsible and professional. According to their needs, public services are an important indicator in government administration and become the basis for creating good governance. Based on article 5 of law number 25 of 2009, the scope of public services includes services for public goods and services as well as administrative services that regulated in accordance with applicable regulations. The government must fulfill this scope of service properly, accountably and optimally, so that community satisfaction in the acceptance of the service providers fulfilled. Public services do not only provide physical services, but the attitudes, behavior and acceptance of service providers are important points in public service. Community satisfaction rests on how the

apparatus provides good service to the community. The Law also explains that service standards are benchmarks used as guidelines for service delivery and as a reference for service quality assessment as a service obligation to the public in providing quality, fast, easy to reach and measurable services.

The achievement of bureaucratic reform and good governance is influenced by the quality of public services provided optimally. There are several factors in optimizing public services, namely:

- a. Leadership  
The leader is the prime mover of the organization because the leader is the key to the success of an organization and vice versa failure also depends on how the leader carries out the leadership process.
- b. Organizational Culture  
Public service depends on what kind of organizational culture built in the organization itself. To form the same character and achievement of the principles of public service, all stakeholders must have the same perception in carrying out the organizational culture.
- c. Institutional Factors  
The institutional factor in this case concerns authority and organization. The authority of policy makers in an institution has an important role in improving the quality of public services.
- d. Standard Operational Procedure  
SOP is the most important part in knowing what kind of management and services are provided and provided to service recipients. SOP regulates the course of the service process as expected by the organization.
- e. Management of Public Complaints  
In the reformation era, it provided a life order in which people's sovereignty was the highest.
- f. Facilities and Infrastructure

Public services also require facilities and infrastructure because, when there is an adequate place such as an adequate building, it will provide flexibility and

comfort for people who will ask for services.

### METHODS

To find out customer satisfaction with a product, it is usually by conducting research / research/survey or opinion. Of course, at the level of government bureaucracy, to determine public satisfaction, the Government or Local Government conducts research/research using survey methods. "In general, research that uses survey methods can be described as scientific research where data is collected from a sample that has been selected from the entire population. The use of this sample also implies a difference between survey and census. The census method uses the population as a whole. Meanwhile the survey method uses only the sample".

Furthermore, the same source states, "The survey method is one of the methods widely used in social research. Research that uses survey methods is also known as survey research methods. In a survey, information is collected from respondents using a questionnaire or questionnaire which is distributed directly or through intermediaries such as telephone or online media". It is further stated, that the types of surveys conducted to determine customer satisfaction, there are several survey methods that are commonly carried out, including: "exploratory methods, discrete methods, explanatory methods or explanatory methods, and evaluation methods".

Kerlinge (in Riduwan, 2008), states, "survey research is research conducted on large and small populations, but the data studied is data from samples taken from that population, so that the relative incidence, distribution, and relationship between variables sociological and psychological. Survey research is usually carried out to take a generalization and an in-depth observation, but the generalization can be more accurate if a representative sample is used". (Riduwan, 2008: 49).

From the above perception that to determine customer satisfaction with services provided to the public, researchers use the evaluation method. In order to find out more

elegantly the service performance that carried out by the Regional Government of Lombok Tengah Regency especially at government subsidiaries, The Department of Population and Civil Registration, in providing population services and civil registration to its citizens.

According to Babbie, (in Sjah, Taslim 2011: 57) "The survey can be used to achieve descriptive, explanatory and exploratory goals. Surveys mainly used for research where the unit of analysis is an individual (individual). Although it can also use other units of analysis (such as groups), some individuals must act as respondents (people who provide data for the unit of analysis by responding to questions in the survey or informants (informants))"

### Findings and Discussion

#### General Description

The Department of Population and Civil Registration is one of the 22 Services / PD in Lombok Tengah Regency, as regulated in the Regional Regulation of Lombok Tengah Regency, Number 6 of 2016, concerning the Formation and Composition of Regional Apparatus. The Lombok Tengah Regent Regulation elaborates the duties and roles of each regional apparatus.

The main duties and functions of the Lombok Tengah Regency Population and Civil Registration Service, as stipulated in article 16 of the intended Regional Regulation, are further elaborated by the Lombok Tengah Regent Regulation, Number 56 of 2016, Concerning Standard Operating Procedures for Population Administration Services and Civil Registration of Lombok Tengah Regency, Nusa Tenggara Barat Province.

To carry out this many tasks, the Lombok Tengah Regency Population and Civil Registration Office is supported by the strength of the employee / ASN PNS personnel, as well as contract workers as shown in the following table:

**Table 1. Lombok Tengah Regency Population and Civil Registration Office Human Resources**

No.	ASN	Intern	Total
1.	35	30	65

The Department of Population and Civil Registration, supported by 65 personnel, consisting of 35 ASN and assisted by 30 intern staff. Meanwhile, the number of population served in the field of Population and civil registration is as much as stated in the following table:

**Table 2. Total population of Lombok Tengah Regency**

No.	Population	2015	2016	2017
1.	Total	912.879	922.088	930.797
2.	Female	481.054	485.933	490.505
3.	Male	431.825	436.155	440.292

*Source: Lombok Tengah Regency Central Bureau of Statistic and Civil Registry Service Office (2017 processed)*

Taking into account the number of people served by the Population and Civil Registration Office of Lombok Tengah Regency, it is actually very adequate, but because of the population's heterogeneity, as well as unequal levels of education, of course at times miscommunication occurs in providing services. However, all the policies and regulations that apply in providing population and civil registration services are in accordance with the SOP. (Standard Operating Procedures) that established, as stipulated in Regent Regulation Number: 56 of 2016. Likewise in each Village/ Sub-District in the Lombok Tengah Regency area, 1 (one) person has been assigned as a liaison and officer, who specifically handles services in the field of population and civil registration.

This step is very appropriate in providing services to the public. However, now it depends on the community concerned for the care of citizens, for ownership of population documents and civil registration. In general, residents are apathetic, but when needed, they are in a hurry to get the population documents. In this regard, the Department of Population and Civil Registration of Lombok Tengah Regency continues to provide socialization about the importance of population documentation and civil registration, and always provides mobile services (pick up balls), to all villages in Lombok Tengah Regency, in order to fulfill

their rights. Citizens in the field of population administration.

Based on Government Regulation Number 18 of 2016, Concerning Regional Apparatus, and referring to article 6 of the Government Regulation, it is stated that; "The criteria for general variables as referred to in paragraph (1) letter a are determined based on regional characteristics consisting of indicators: a. total population; b. an area; and c. the amount of the regional revenue and expenditure budget". Referring to this article, the Office of Population and civil registration of Lombok Tengah Regency is in type "B". Nevertheless, all apparatus in the ranks of the Regency Population and Civil Registration Service are always innovating in providing services in the field of population administration and civil registration, which are the rights of citizens.

To realize the main duties and functions of the Lombok Tengah District Population and Civil Registration Service, it determined by the division of tasks according to organizational structure and work procedures of the Population and Civil Registration Service, consists of:

- o Head of Department,
  - Office Secretary,
  - Three Heads of Division,
- o Population Registration Service Sector,
- o Civil Registration Service Sector
- o PIAK Sector and Data Utilization Sector.
  - 11 Head of Section/Head of Sub-Section.

Then when viewed from the types of services provided and needed by community members as well as the target or standard of completion time provided by service providers at the Lombok Tengah Regency Population and Civil Registration Service, seen in the following table:

**Table 3. Type of service and standard of time in population documentation and civil registration services at the District Population and Civil Registration Service. Lombok Tengah**



No.	Jenis Pelayanan	Standar Waktu
1.	Birth Certificate	1 (one) office day
2.	Death Certificate	1 (one) office day
3.	Marriage Certificate	1 (one) office day
4.	Misc. Registration Document	1 (one) office day
5.	Family Card	1 (one) office day
6.	ID Card	1 (one) office day
7.	Moving Paper	1 (one) office day
8.	Another civilian document	1 (one) office day

Taking into account the table above, it can be understood that the services most often needed by the public, as described above, consist of; (1). Birth certificate, (2). Death certificate, (3). Marriage certificate, (4). Other Civil Registration Documentation, (5). Family card (KK), (6). KTP-el, (7). Move come, (8). Other resident registration documents, each of which targets the completion of its service for 1 (one) working day. In this regard, service officers at the Population and Civil Registration Service of Lombok Tengah Regency always try to provide the best service to the public.

### Analysis and Survey Results

From research conducted by researchers at the Department of Population and Civil Registration of Lombok Tengah Regency on public satisfaction, researchers obtained input / data from several respondents. Researchers distributed 400 exemplars of questionnaires to respondents / the public who needed population administration services and civil registration in Lombok Tengah Regency. The survey or distribution of questionnaires to respondents was carried out in two ways, namely; (1). Distribution of questionnaires through officers in all districts, and (2), through direct data collection / interviews with

respondents / public who seek / need population administration services and civil registration at the Population and Civil Registration Service of Lombok Tengah Regency.

To measure or determine the level of public satisfaction with services provided by service providers at the Lombok Tengah Regency Population and Civil Registration Service, researchers used 3 (three) categories of satisfaction with services, namely;

- (a). Very satisfied,
- (b). Satisfied, and
- (c). Less satisfied.

Category (a) Once satisfied, is the highest satisfaction, category (b). Satisfied, is moderate satisfaction, and category (c) Unsatisfied, is the lowest satisfaction, and needs serious handling and action from the service provider apparatus. To achieve the highest satisfaction (Satisfied), in the field of population services and civil registration, all matters relating to public services should be a priority scale, especially those relating to the field of population and civil registration, including the target time for services in accordance with existing SOPs.

In accordance with the reality in the field, researchers get a lot of input / information from respondents / the community, including;

- The queue is too long,
- Waiting room without AC, (cooling),
- Limited service counters,
- Blank e-KTP, and KIA (Child Identity Card), often absent,
- Need a smoking room,
- There is a need for an electronic queue system, or online registration,
- There needs to be a public toilet at the service location,

From the information and results of interviews with respondents/the public, the researcher can observe that the population administration that is most needed by the public is: KTP-e, KK (Family Card), Birth Certificate, Marriage Certificate, KIA (Child Identity Card) and a few services concerning population mutations. In general, researchers can see that the performance of service providers at the Lombok Tengah Regency Population and Civil

Registration Service has performed well according to the SOP, but those whose names serve the community, of course, some are satisfied, and some are not satisfied.

### CONCLUSION

From what the researchers described above, the researchers can draw the following conclusions:

(1). Whereas according to the results of the research on satisfaction with public services that can be provided in the field of population and civil registration to the public, there are 3 (three) categories, out of 355 respondents, namely: (a). Very satisfied as many as: 84 respondents or 298%, (b). Satisfied as many as: 237 respondents, or: 841%, and (c). Unsatisfied: 34 respondents, or: 121%.

(2). That the services provided by the service apparatus at the Department of Population and Civil Registration are in accordance with the SOP (Standard Operating Procedure) as a reference for providing the best service to the public.

(3). So far, the obstacles faced by the Department of Population and Civil Registration of Lombok Tengah Regency are; limited forms of e-KTP and KIA. This is not a regional obstacle, but a national constraint, considering that the Central Government has not been able to meet regional needs, but the impact is in the regions.

### Acknowledgement

In this section, the researcher can provide the following suggestions:

(1). To meet public satisfaction with services in the field of population administration and civil registration, it is recommended that service providers be required to further improve their performance in providing services, by completing infrastructure in the service sector, for example with an electronic queue system, as well as a waiting room in accordance with public needs. and take advantage of technological advances.

(2). Whereas the implementation of the existing SOP (Standard Operating Procedure) should be

further strengthened, so that satisfaction with public services can be maximized.

(3). It is necessary to have planning and accurate estimates from the Department of Population and Civil Registration to be submitted to the central government, in order to fulfill the required population forms and forms.

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